blackbox-av
audio ■ video ■ interactive

AUDIO PRODUCT SUPPORT SHEET

SB LITE TROUBLESHOOTING

1. Is the SB LITE getting power?
Plug the DC power cable into the SB Lite. Check the red 'ON' LED is lit.

2. Is the SB LITE reading the SD card?
Turn off the power. Put the SD card into the SB LITE. Turn on the power and look at the green 'Play' LED. This should light then go out - this confirms that the SB lite has read the card correctly; go to number 3. If the light comes on and stays on and flashes off this indicated there is a problem with your card.

2.1. You are using a SD card NOT SDHC.

2.2. You have formatted the SD card to FAT (Not FAT 32 or exFAT) and left the volume label blank before putting your content onto the card.

2.3. You safely removed the card from your computer as incorrect removal can corrupt data.

3. Is the content encoded in the correct format on the SD Card?

Audio Format:	.wav files (PCM)
Audio Sample Rate:	22kHz
Channels:	1 (mono)
Audio Sample Size:	16 bit
Bit Rate:	352kbps

For audio encoding guide see:

http://blackboxav.co.uk/product-downloads/audio_encoding_guide.zip

Audio files must be called '01', '02', '03' etc. If you are using a .txt file to control the SB LITE it must be called 'MODE'.

4. Is the SB LITE receiving the correct input connections from a button and output connections to a speaker or handset?

The SB LITE will need an activation from a input in order to play. To test this ensure that a speaker is connected via the terminals marked SKR -/ SKR +. Or connect a handset/ headphones through the 3.5mm audio jack. If you are using an extender board disconnect this and use a conductive object to connect the 0V and IN pins on the green input terminal - this should trigger a message to play.

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